



Customer Service Report

Presented to Austin Energy Utility Oversight Committee

Kerry Overton, Deputy General Manager, Chief Customer & Compliance Officer

Jerry Galvan, Vice President, Customer Care

May 23, 2018





Overview



AUSTIN CODE
DEPARTMENT





Customer Care Operations

Customer Care Services (Front Office)

Austin 311

provides information and connects citizens with COA services

Utility

Contact Center

provides customer service for all utility customers

Customer Services Management

handles utility escalations and Customer Assistance Program

Customer Account Management (Back Office)

Revenue Measurement & Control

provides Meter Read Services & Data for Billing

Billing Services

manages Bill Production, Payment Processing and Collections for all utility accounts

Quality Management

provides Business Process Improvements & Training



Customer Care Operations

Customer Calls

Utility Contact Center &
Austin 3-1-1 Combined
Annual Calls

2.9M

Bill Production

Annual Billed
Revenue for all
COA Utilities

\$2.2B

Accounts Receivable (AR)

Average Monthly
Outstanding Debt for
FY17
(including Payment
Arrangements)

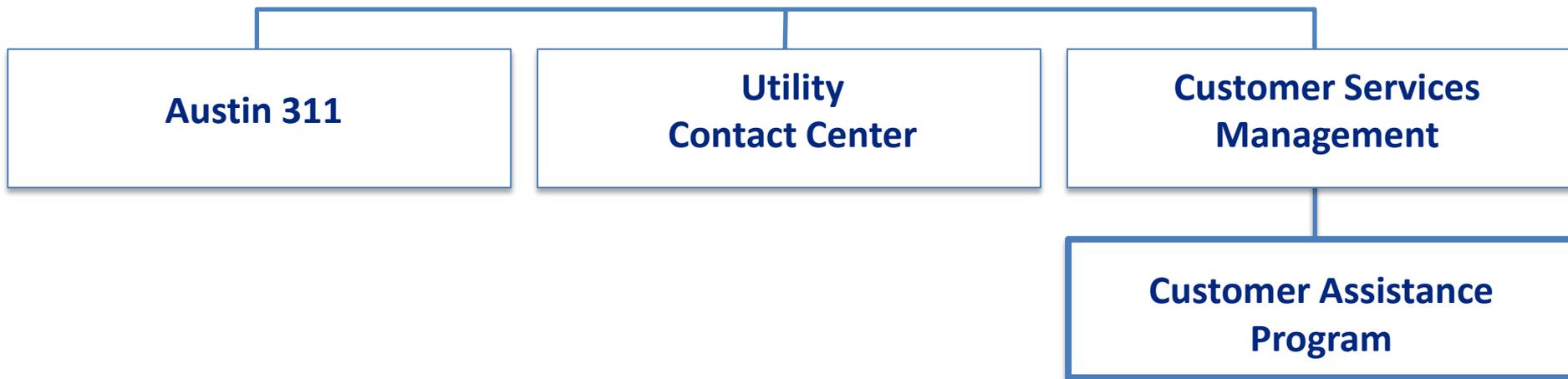
14.8%



Customer Assistance Program

The Customer Assistance Program (CAP) encompasses all of the City of Austin sponsored programs designed to assist moderate to low-income customers in regards to their utility bill.

Customer Care Services (Front Office)





Customer Assistance Program Overview



Community Partners

Community Partner
Network (55 Agencies)

Discount Steering
Committee

Community Advocacy
Groups

Participating Utilities



Customer Eligibility

*Customers may be eligible
for one or more benefits
depending on :*

- Income
- Medical
- Veteran status
- Participation in other social service programs



Customer Benefits*

- Discount Program
- CAP Weatherization
- Arrearage Management
- Plus 1 Emergency Fund
- Medically Vulnerable Registry
- Case Management
- Education & Outreach

** Specific benefits depend on individual eligibility criteria*



Customer Benefits: Case Management





Customer Benefits: Case Management

Austin Energy's Case Managers provide a variety of services, unique to the customer's needs.





Customer Assistance Program: Community Outreach & Education



July 25th: Affordable Energy Summit

AT&T Conference Center

(For invited Partnering Agencies)

***Oct 20th: 7th Annual Community
Connections Resource Fair***

Travis High School

(For Customers)

Past Community Connections Locations:

Dobie Middle School
Mendez Middle School
Webb Middle School
Montopolis Recreation Center
Gus Garcia Recreation Center
Metz Recreation Center
Millennium Youth Entertainment Center



Questions?

Thank you!